



Form GSOP 1-PIN (04/98)

STATE OF CALIFORNIA  
Department of General Services - Office of Procurement

## PURCHASE ORDER

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Purchase Order No. Rev. Date  
62265 12/ 2/2008

Supplier No. 795291	Solicitation No. 57179	Delivery Date As Specified	FOB Point Destination	Invoice Terms N45
S h T i o P CA DEPT HEALTH CARE SERV. 1615 CAPITOL AVE MS-6301 PO BX 997413 SACRAMENTO, CA 95899-7413 Attn: CHET GRANT - REMEDY ADMIN		C h a T r o g e HEALTH SERVICES A-22 CHET GRANT-REMEDY ADMIN (SAME AS SHIP TO ADDRESS)		
Agency Billing 85508	Agency Purchase Estimate HC34006082353	Purchase Estimate 67339	Revision 0	
Agency Contact MICHAEL HAILU		Phone 916-650-0119	Date Received	

COLUMN TECHNOLOGIES-EDISON INC  
1400 OPUS PLACE  
SUITE 110  
DOWNERS GROVE, IL 60515  
Attn: EVAN HOMER

Phone: 925-240-5691

Item No.	Quantity	Unit	Commodity Code	Description	Unit Price	Extension
<p>THE ATTACHED STATEMENT OF WORK CONSISTING OF TWO (2) PAGES IS PART OF THIS AGREEMENT.</p> <p>TERMS AND CONDITIONS:</p> <p>THIS AGREEMENT IS GOVERNED BY THE TERMS AND CONDITIONS OF CMAS CONTRACT 3-07-70-2190B.</p>						
	1	EA	7090-000-0003-7	SOFTWARE LICENSE	108,778.8300	108,778.83
				BMC REMEDY SOFTWARE LICENSE MAINTENANCE AND VAR FAST TRACK SUPPORT		
Total Value:						108,778.83

FOR THE PURPOSE OF THIS AWARD, THERE WILL BE NO TANGIBLE GOODS SHIPPED AND NO TAX CHARGED AGAINST THE PURCHASE ORDER.

CHANGE ORDERS:

This Purchase Order may be amended, modified, or terminated at any time by mutual agreement of the parties in writing. Change orders amending, modifying or terminating the Purchase Order, including any modifications of the compensation payable, may be issued only by the State Procurement Officer. All such change orders shall be in writing and issued only upon written concurrence of the supplier. Termination, as that term is used in this section, does not include termination for default of the supplier.

This Purchase Order has been registered into the State Contracts and Procurement Registration System (<https://www.scprs.dgs.ca.gov>). The Registration Number is: 42601208345185

Sales and/or use tax to be extra unless noted above

Buyer  JOHN MEDEIROS	Phone 916-375-4412	BOC Number
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**Procurement Division  
Document Transmittal**

To: Tom Abeyta

Date: 12/2/2008

Subject: Purchase Order # 62265, BMC Remedy Software License Maintenance And Var Fast Track Support

From: John Medeiros

Action Requested:    ☒ Review        ☒ Approve        ☒ Sign

Review and Approval Record:


*By signing this form, I declare that I have no direct or indirect investments, real property, or interest in any company, business entity, or organization that may involve this project or contract.*

Name:

Approval Initial:

Date:

John Medeiros



12-8-09

Tom Abeyta

12/2/08

Synopsis: Purchase Order # 62265 for Department of Health Care Services for BMC Remedy Software License Maintenance And Var Fast Track Support at a cost of \$108,778.83 for one year reflected in the Purchase Estimate.

Supporting Document(s): Vendor Response and Procurement Summary.

Returning Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(Note: This Document Transmittal shall be retained as a permanent record.)

DEPARTMENT OF HEALTH CARE SERVICES  
INFORMATION TECHNOLOGY SERVICES DIVISION

STATEMENT OF WORK

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BMC Software Support

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This Statement of Work ("Agreement") reflects the services to be provided by Column Technologies-Edison, Inc, hereinafter referred to as the "Contractor," for the Department of Health Care Services, hereinafter referred to as the "DHCS".

**SCOPE**

The Contractor will provide BMC Fast-Track Support for DHCS's BMC Remedy software. BMC Fast-Track Support will include the following services:

- Services available via phone, email, or web.
- Support Services available during a 5X12 business day (excluding published holidays).
- 1-business-hour response time for critical issues.
- Availability of the most current releases and versions of BMC Remedy software including any fixes, patches, or workaround products.
- Access to BMC Remedy Web Knowledge Base & Patches & Down Loads.
- Access to BMC Remedy Support Website and all Remedy Documentation.

The Contractor's support will help DHCS streamline the product support model by providing quick resolution to questions, trouble shooting solutions, and updates that will help lead to the highest application availability possible.

**PERIOD OF PERFORMANCE**

The term of this Agreement will be effective upon the date the Purchase Order is signed, and expire on 10/31/2009.

**AMOUNT**

**CONTRACTOR REQUIREMENTS**

- The Contractor shall assist DHCS in implementing the most effective IT service and support tools.
- The Contractor will attempt to accommodate changes to DHCS's fluid organization structure with point-and-click customization tools.

- The Contractor will provide updates, hot fixes, and whitepapers that are deemed appropriate for DHCS's support environment.

## **BILLING INFORMATION**

The Contractor shall submit invoices (including the purchase order number) to the following address:

Department of Health Care Services  
ITSD – Admin Section  
1615 Capitol Ave., MS 6304  
PO Box 997413  
Sacramento, CA 95899-7413  
Ph: (916) 440-7265

## **POINTS OF CONTACT**

### Contractor Primary Contact:

Evan Homer  
1400 Opus Place, Suite #110  
Phone (925) 240-5691  
Fax (208) 485-9840  
Email: ehomer@columnit.com

### DHCS Primary Contact:

Chester Grant  
Information Technology Services Division  
1615 Capitol Ave., MS 6303  
PO Box 997413  
Sacramento, CA 95899-7413  
Ph: (916) 650-6793  
E-mail: [chester.grant@dhcs.ca.gov](mailto:chester.grant@dhcs.ca.gov)

All maintenance renewal notices shall be sent to the DHCS Primary Contact.

## **TERMINATION**

The DHCS shall have the right to terminate maintenance upon delivery of written notice at least thirty (30) calendar days prior to any scheduled renewal date.